



Media Contact: Jonell S.T. Kaohelaulii
Information & Education Specialist
Phone: 808- 245-5461
Mobile: 808-755-5432
Email: jkaohelaulii@kauaiwater.org

Water has no substitute...Conserve it!

News Release

For Immediate Release: June 21, 2019

DOW launches new Customer Account Portal and credit card payment option

LIHUE – The Department of Water (DOW) announces the release of its new, highly-anticipated Customer Account Portal (CAP), a new online service that offers customers convenient access to their account information, payment history, billing statements, and also includes an online payment option for customers who prefer to make bill payments using a credit or debit card.

“The addition of online credit and debit card payment options is a direct response to customer requests and we’re excited to provide this new level of service to meet their needs,” said Bryan Wienand, Manager and Chief Engineer. “I’d like to thank our customers for their patience and our hardworking staff for bringing this to fruition.”

The CAP features easy-to-use service tabs to navigate through the account features and provides customers with a dashboard account overview that serves as a useful account management tool. Customers may also opt-in to switch to paperless and receive monthly statements electronically.

The online payment option accepts major credit and debit cards, including; Visa, MasterCard, Discover, and American Express, and also provides a convenient auto-payment feature. Credit and debit card payments will only be accepted online via the CAP at this time.

To access the new CAP, customers are required to register online at www.kauaiwater.org, by clicking on the CAP access link located on the homepage. Customers will need to provide their DOW account number and an email address to complete the online registration. All existing electronic billing users must re-register to access the CAP in order to continue to use DOW’s online account services.

For more information, contact the Department of Water at 245-5442 or visit www.kauaiwater.org.

###